

**REDACTED**

AT&T Florida  
FL PSC Docket No. 090461-TL  
Staff's 1st Data Request  
October 16, 2009  
Item No. 1  
Page 1 of 1

**Request:** On page 3 of AT&T's petition for modification of its SGP, AT&T states alternatives regarding answer time using the Right Touch and Customer Call Back Systems.

- a. If a customer opts to speak to a live attendant, will the time measured from when the customer opted out until the live attendant answers be measured and included for purposes of compliance with the SGP?

AT&T also states that "when a wait time exceeds a predesignated threshold the customer will be given the following options."

- b. Will the wait time be included in the answer time measurement?
- c. How long is the predesignated threshold of time?

**Response:**

- a. No. As stated in the current SGP, answer time measurements apply for the residential subscribers who do not interact with the system (non-players). Repair office non-players for the Florida SGP are only callers who do not interact with the system. Business office non-players for the Florida SGP are callers which call into the Florida's system and press 0, does nothing, or says agent at the language choice. If the caller presses 1 or 2 and goes deeper into the IVR, they are no longer considered a non-player. The Right Touch and Customer Call Back Systems are only used in AT&T's residential business office. If a customer chooses to use AT&T's Right Touch and/or Customer Call back systems, they are no longer considered a non player, as they have interacted with our systems. AT&T Florida's repair office allows customers while in the IVR to report a trouble, get a trouble ticket number and make repair appointments without talking to a live attendant.
- b. No. See response to item 1a.
- c. The call back option is offered to players after 3 minutes.

COM \_\_\_\_\_  
ECR \_\_\_\_\_  
GCL \_\_\_\_\_  
OPC \_\_\_\_\_  
RCP   I    
SSC \_\_\_\_\_  
SGA \_\_\_\_\_  
ADM \_\_\_\_\_  
CLK \_\_\_\_\_

DOCUMENT NO.    DATE  
10824-09    10/23/09  
FPSC - COMMISSION CLERK

**Request:** How many basic service customers does AT&T currently have based upon AT&T interpretation of 364.02(1), Florida Statutes (F.S.) (2009)?

**Response:** In answering this question, AT&T Florida utilized the following definitions from 364.02, F.S.:

(1) "Basic local telecommunications service" means voice-grade, single-line, flat-rate residential local exchange service that provides dial tone, local usage necessary to place unlimited calls within a local exchange area, dual tone multifrequency dialing, and access to the following: emergency services such as "911," all locally available interexchange companies, directory assistance, operator services, relay services, and an alphabetical directory listing. For a local exchange telecommunications company, the term includes any extended area service routes, and extended calling service in existence or ordered by the commission on or before July 1, 1995.

(10) "Nonbasic service" means any telecommunications service provided by a local exchange telecommunications company other than a basic local telecommunications service, a local interconnection arrangement described in s. 364.16, or a network access service described in s. 364.163. Any combination of basic service along with a nonbasic service or an unregulated service is nonbasic service.

As of the end of September 2009, AT&T Florida had [REDACTED] lines. However, as noted in its petition to amend AT&T Florida's current SGP, until such time as the necessary changes are made in its systems and records, AT&T Florida will continue to provide SGP credits to all residential customers where the measurement is missed for installation and repair.

**Request:** What service offerings constitute basic local service for purposes of the proposed SGP?

**Response:** For purposes of the SGP, basic local service is class of service 1FR with no nonbasic or unregulated services. This is based on 364.02, F.S.:

(1) "Basic local telecommunications service" means voice-grade, single-line, flat-rate residential local exchange service that provides dial tone, local usage necessary to place unlimited calls within a local exchange area, dual tone multifrequency dialing, and access to the following: emergency services such as "911," all locally available interexchange companies, directory assistance, operator services, relay services, and an alphabetical directory listing. For a local exchange telecommunications company, the term includes any extended area service routes, and extended calling service in existence or ordered by the commission on or before July 1, 1995.

(10) "Nonbasic service" means any telecommunications service provided by a local exchange telecommunications company other than a basic local telecommunications service, a local interconnection arrangement described in s. 364.16, or a network access service described in s. 364.163. Any combination of basic service along with a nonbasic service or an unregulated service is nonbasic service.

**Request:** What offerings constitute basic local service pursuant to 364.02(1), F.S. (2009)?

**Response:** Pursuant to 364.02 (1) and (10), F.S. basic local service is class of service 1FR with no nonbasic or unregulated services.

364.02, F.S.:

(1) "Basic local telecommunications service" means voice-grade, single-line, flat-rate residential local exchange service that provides dial tone, local usage necessary to place unlimited calls within a local exchange area, dual tone multifrequency dialing, and access to the following: emergency services such as "911," all locally available interexchange companies, directory assistance, operator services, relay services, and an alphabetical directory listing. For a local exchange telecommunications company, the term includes any extended area service routes, and extended calling service in existence or ordered by the commission on or before July 1, 1995.

(10) "Nonbasic service" means any telecommunications service provided by a local exchange telecommunications company other than a basic local telecommunications service, a local interconnection arrangement described in s. 364.16, or a network access service described in s. 364.163. Any combination of basic service along with a nonbasic service or an unregulated service is nonbasic service.

**Request:** For the following examples, please identify if AT&T believes the example qualifies as a basic service:

- a. A residential customer with dial tone and interLATA toll only.
- b. A residential customer with dial tone and local toll.
- c. A residential customer with dial tone, interLATA toll, and local toll.

**Response:**

- a. No. Section 364.02 (10) F.S. states:

“Nonbasic service” means any telecommunications service provided by a local exchange telecommunications company other than a basic local telecommunications service, a local interconnection arrangement described in s. 364.16, or a network access service described in s. 364.163. Any combination of basic service along with a nonbasic service or an unregulated service is nonbasic service.

InterLATA toll is an unregulated service, as delineated in Section 364.011 Florida Statutes.

- b. No. Section 364.02 (10) F.S. states:

“Nonbasic service” means any telecommunications service provided by a local exchange telecommunications company other than a basic local telecommunications service, a local interconnection arrangement described in s. 364.16, or a network access service described in s. 364.163. Any combination of basic service along with a nonbasic service or an unregulated service is nonbasic service.

Local or intraLATA toll is a nonbasic service included in the Competitive Basket in AT&T Florida's price plan approved by this Commission.

- c. See responses to a and b above.